

Group Tour and Volunteer Coordinator

Reports to: Weinberg Center Director, The Breman

Employment Status: Full-time, Exempt

Position Summary:

The Group Tour and Volunteer Coordinator is responsible for the successful day-to-day operation of the group tour and volunteer program; coordinates all volunteer training; schedules tours and volunteers; and maintains accurate records of tour sales and volunteer hours.

Primary Responsibilities:

- Serve as the primary point of contact for all tour groups
- Create and maintain tour calendar
- Process and coordinate all requests for groups, handling all group customer inquiries
- Produce status reports and generate sales data regarding tours
- Collaborate with Speaker Coordinator to book speakers for tours
- Recruit, orient, supervise, retain and recognize volunteers/docents
- Manage successful tour visits - from volunteer and group arrival through departure
- Create invoice for each tour group and ensure tour payment is collected, logged and reconciled with Bookkeeper
- Prioritize the collection, analysis and use of data to measure effectiveness of tours, pricing, customer and volunteer satisfaction
- Maintain data spreadsheets tracking group sales, including lost business and sales revenue; provide status reports
- Coordinate with various departments in identifying their volunteer needs and recruit the required number of volunteers necessary for individual and ongoing projects
- Document and log volunteer hours
- Plan and attend programs (which may occur on Sundays and evenings)
- Work closely with the Director of Holocaust Education and the other department heads to train volunteer docents
- Coordinate the monthly Volunteer Luncheon
- Coordinate and oversee the monthly Volunteer Committee meetings

Qualifications and Requirements:

- Bachelor's Degree

Knowledge, Skills, and Abilities:

- Excellent organizational skills and rigorous attention to detail is a must
- Must be comfortable speaking on the telephone and in-person with volunteers, school groups, students
- Ability to take initiative and prioritize tasks; excellent time-management, problem-prevention, and problem-solving skills
- Access and employ job-related computer software (i.e. Microsoft Office, Abila) at an effective proficiency level. Knowledge of Microsoft Office Suite required
- Experience with Adobe Creative Suites a plus
- Strong interpersonal skills with the ability to work effectively with museum members, donors, volunteers, and the general public
- Strong analytical and reporting skills
- Experience with database systems preferred (Salesforce a plus)

TO APPLY: Please prepare (1) a letter of interest, (2) a current resume and (3) contact information for three references and submit your application package to: jobs@thebreman.org before January 30, 2022. The Breman Museum is an equal opportunity employer.